

CLAIMS

1. A method of using a computer system to process user messages including requests and
5 offers, comprising:
receiving by said computer system from a first user a first user message including a first
user contact address and a first user message body, wherein said first user message body is
provided essentially as text or speech without any predefined structure;
storing said first user message and first user address in a user message database
10 comprising a plurality of previously stored user messages;
querying said message database for previously stored user messages related in subject
matter to said first user message; and
notifying said first user of a previously stored message identified in said querying step
which relates to said first user message.
- 15 2. The method of claim 1, wherein said message database further comprises a plurality of
previously stored user contact addresses corresponding to said plurality of previously stored
messages.
- 20 3. The method of claim 2, wherein if a previously stored message relating to said first user
message is identified after said querying, a user from which said previously stored message was
received is notified of the first user message.
- 25 4. The method of claim 1, wherein said first user message is received by e-mail.
5. The method of claim 1, wherein said first user message is received by SMS.
6. The method of claim 1, wherein said first user message is received by speech.
- 30 7. The method of claim 1, wherein said step of querying said message database comprises
identifying keywords in said first user message and querying said message database for
previously stored messages containing said keywords, or words related thereto.
- 35 8. A system for processing user messages including requests and offers, comprising:
a memory device storing a program;
a processor in communication with said memory;

said processor operative with said program to:

receive by said computer from a first user a first user message and a first user contact address, wherein said first user message is provided essentially as text or speech without any predefined structure;

5 store said first user message and first user address in a message database comprising a plurality of previously stored messages;

query said message database for previously stored messages related in subject matter to said first user message; and

10 notify said first user of a previously stored message identified in said query step which relates to said first user message.

9. The system of claim 8, wherein said message database further comprises a plurality of previously stored user contact addresses corresponding to said plurality of previously stored messages.

15 10. The system of claim 9, wherein if a previously stored message relating to said first user message is identified after said querying, a user from which said previously stored message was received is notified of the first user message.

20 11. The system of claim 8, wherein said first user message is received by e-mail.

12. The method of claim 8, wherein said first user message is received by SMS.

13. The method of claim 8, wherein said first user message is received by speech.

25 14. The method of claim 8, wherein said step of querying said message database comprises identifying keywords in said first user message and querying said message database for previously stored messages containing said keywords, or words related thereto.

30 15. An article of manufacturing comprising:
a computer readable medium comprising instructions for:
receiving by said computer from a first user a first user message and a first user contact address, wherein said first user message is provided essentially as text or speech without any predefined structure;
35 storing said first user message and first user address in a message database comprising a plurality of previously stored messages;

querying said message database for previously stored messages related in subject matter to said first user message; and

notifying said first user of a previously stored message identified in said querying step which relates to said first user message.

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16. The article of manufacturing of claim 15, wherein said message database further comprises a plurality of previously stored user contact addresses corresponding to said plurality of previously stored messages.

10 17. The article of manufacturing of claim 16, wherein if a previously stored message relating to said first user message is identified after said querying, a user from which said previously stored message was received is notified of the first user message.

15 18. The article of manufacturing of claim 15, wherein said first user message is received by e-mail, SMS or speech.

19. The article of manufacturing of claim 15, wherein said first user message is received by speech.

20 20. The article of manufacturing of claim 15, wherein said step of querying said message database comprises identifying keywords in said first user message and querying said message database for previously stored messages containing said keywords, or words related thereto.

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